Bookings Terms and Conditions - Individuals and Families

1. Mission Statement

We create the spaces, physical, relational and systemic, where children, and the adults who shape their world, grow through real contact with nature, play and each other

Values

1 - We recognise Interdependence: We exist in relationship with, not control over.

2 - We Stay Curious: Curiosity is the spark that fuels learning.

3 - We Tend to Presencing: We attend to what's needed, and what's possible, right now.

2. Vision

Our vision is a world where nature's wisdom and children's authentic voices guide the creation of vibrant, connected communities.

3. Policy Scope

This policy applies to:

- staff involved in bookings, administration and program delivery
- parents and guardians booking children into Educated by Nature programs
- individual adults booking themselves into public workshops, professional learning, community events or other publicly available Educated by Nature programs

4. Policy Statement

Educated by Nature Pty Ltd (ABN 74 600 792 925), trading as Educated by Nature, operates as a social enterprise. We aim to manage bookings in a way that is clear, fair, accessible and financially sustainable, while recognising the real pressures that individuals and families can face.

Fairness does not always mean identical outcomes. We apply clear published conditions consistently, while allowing equitable consideration of genuine exceptional circumstances where this can be done without undermining program viability or other customers.

Nothing in this policy excludes, restricts or modifies any right or remedy that cannot lawfully be excluded under the Australian Consumer Law or other applicable legislation.

5. Guiding Principles

When a booking, cancellation, refund or exception is being considered, Educated by Nature applies the following order:

1. **Legal entitlement first.** Any right or remedy required by law takes priority over this policy.
2. **Published cancellation policy second.** Where there is no legal entitlement to a remedy, the standard terms below apply.
3. **Compassionate discretion third.** Where the policy allows discretion, we consider genuine circumstances respectfully and consistently.

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6. Version Control

Version Number	Approval Date	Approved by	Amendment Details
1.0	December 2015	Directors	Created
1.1	November 2017	Directors	Updated
1.2	September 2018	Directors	Updated
1.3	November 2019	Directors	Updated
1.4	May 2020	Directors	Updated
1.5	November 2020	Directors	Updated
1.6	December 2021	Directors	Updated
1.7	June 2023	Trudi Bennett	Updated Wilderness Wanders
1.8	December 2023	Trudi Bennett	Updated program names
1.9	March 2026	Daniel Burton	Updated program names; removed unnecessary wording
2.0	10 October 2026	Daniel Burton	Comprehensive review: renamed Individuals and Families; consumer rights; change-of-mind cancellation position; term commitments; participant substitutions; weather communications; Play Rights and Responsibilities appendix

Document status: Current. Approved 10 October 2026 by Daniel Burton.

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7. Bookings and Payment

7.1 Booking platform

Bookings for children's and family programs and public events are made through the Educated by Nature website and processed through Humanitix or another nominated booking platform. Payment is required at the time of booking unless another arrangement is agreed in writing.

Where Educated by Nature agrees to issue an invoice, the invoice will be issued through Xero and must be paid by the due date shown on the invoice.

7.2 Information required for child bookings

The parent or guardian making the booking is responsible for providing complete, accurate and current information before the child is left in Educated by Nature's care. Required information may include:

- the child's full name, date of birth and relevant age information
- two current parent/guardian or emergency contact phone numbers
- medical conditions, allergies, medication and relevant health information
- disability, access, communication or support information relevant to safe participation
- authorised collection information (alternate to parent/guardian listed) where required
- required consents and acknowledgements
- acceptance of the current Educated by Nature Bookings Terms and Conditions.

Educated by Nature may decline attendance until the information reasonably required for safe participation has been provided.

7.3 Waiting lists

Educated by Nature will operate a waiting list where a program is full. Offers from a waiting list will be offered to the entire waiting list and will be time-limited so that places can be reallocated efficiently.

Waiting list is operated through the Event in Humanitix.

7.4 Third-party booking and payment fees

Third-party booking or payment processing fees may apply. Where a customer voluntarily cancels or changes a booking, fees retained by the booking or payment provider that Educated by Nature cannot reasonably recover may be excluded from a booking voucher or other discretionary non-cash arrangement. Where a refund or other remedy is required by law, Educated by Nature will provide the remedy required by law.

8. Participant Substitutions and Booking Transfers

8.1 Participant substitutions - single-session and public programs

We want customers to have a practical alternative when plans change. A booking for an eligible single-session or public program may be transferred to another eligible participant up to the advertised start time of the session. This may be accepted at the discretion of the Lead Facilitator at the program, provided all required information and consents can be completed before the substitute participant joins the program or, for a child, is left in our care.

For a substitute child, the substitute child's parent or guardian must provide all information required for a new booking, including two current parent/guardian or emergency contact phone numbers, and must agree to the applicable Terms and Conditions and required consents.

For an adult participant substitution, any information, consent and acceptance of Terms and Conditions reasonably required for that workshop or event must be completed before participation.

The substitute participant must meet the program age, eligibility and participation requirements. Educated by Nature may refuse or delay a substitution where required information has not been provided or where accepting the substitution would create a safety, inclusion or supervision concern.

8.2 Transfer to another program

Where these Terms and Conditions allow a customer to transfer their booking to another Educated by Nature program, the transfer is subject to availability, eligibility and any material price difference between the original and replacement booking. Transfers may occur at the discretion of the Lead Facilitator and/or Administrative Officer.

8.3 Term and series bookings

A full term or series enrolment may be transferred to another eligible participant before the first session commences, subject to completion of all required booking information and consents. Once the term or series has commenced, any participant change is at Educated by Nature's discretion and does not create an entitlement to a refund or booking voucher.

9. Customer Cancellations - Single Sessions and Public Events

These conditions apply where the customer cancels because they no longer wish to attend or are unable to attend for reasons unrelated to a failure by Educated by Nature. A voluntary cancellation does not create an automatic entitlement to a refund instead the following applies:

9.1 Seven or more calendar days before the program

The customer may request either a transfer to another available Educated by Nature program or a booking voucher for the eligible booking amount. A refund is not provided for change of mind or inability to attend.

9.2 Less than 48 hours before the program, or non-attendance

There is no automatic entitlement to a booking voucher or transfer to another program. The booking may still be transferred to another eligible participant up to the advertised start time in accordance with section 8. A refund is not provided for change of mind, late cancellation or non-attendance unless required by law.

9.3 Exceptional circumstances

Where serious illness, injury, bereavement, family crisis or another significant circumstance arises, Educated by Nature may consider a reasonable non-cash exception under section 12. This does not create an automatic entitlement to a booking voucher, and a refund will only be provided where required by law.

10. Term and Series Program Commitment

A booking for a term or series program is a commitment to the full program series. It is not a purchase of separate individual sessions. Educated by Nature commits staffing, planning, resources, venue arrangements and program capacity on the basis of the full enrolment.

10.1 Before the term or series commences

Where cancellation is received seven or more calendar days before the first session, the customer may request a transfer to another suitable Educated by Nature program or a booking voucher. Where cancellation is received between 48 hours and seven calendar days before the first session, a transfer or booking voucher may be requested. Within 48 hours of the first session, there is no automatic entitlement to a booking voucher or transfer to another program, although the full enrolment may be transferred to another eligible participant before the first session begins in accordance with section 8. A refund is not provided for voluntary cancellation unless required by law.

10.2 Once the term or series has commenced

Once the first session has commenced, no refund or booking voucher will be provided because a participant withdraws, changes plans, becomes unavailable, misses sessions or chooses not to continue. This applies even where several sessions remain, because the booking is for the full series and Educated by Nature's underlying delivery costs remain committed.

Compassionate discretion may be used to support practical or non-financial arrangements where appropriate, but it does not override this no-refund/no-voucher position after commencement.

10.3 Missed sessions

Individual missed sessions within a term or series are not refundable, cannot be converted to booking voucher and cannot be treated as unused individual session fees. Make-up sessions are not permitted.

11. Illness and Attendance

Participants who are unwell should not attend where doing so may place themselves or others at risk. Illness, appointments, transport difficulties and family commitments do not create an entitlement to a refund or voucher.

For a single-session booking, customers may use the participant substitution options in section 8 and the cancellation arrangements in section 9. In the event a participant misses a single session due to illness, a voucher to Educated by Nature programs will be offered on receipt of a medical certificate. Notification of illness and the medical certificate are to be emailed to admin@educatedbynature.com within 4 business days of the missed session. For a term or series booking that has already commenced, section 10 applies.

12. Compassionate and Exceptional Circumstances

Educated by Nature recognises that standard conditions can occasionally produce a difficult outcome. Where this policy permits discretion, requests may be considered for circumstances such as serious illness, injury, bereavement or family crisis.

Depending on the circumstances and timing, Educated by Nature may offer a participant substitution, transfer to another program, booking voucher or another reasonable non-cash arrangement, or even a cash refund. We may request reasonable information to understand the request but will avoid seeking unnecessary personal or medical detail.

Compassionate discretion does not create an entitlement to a refund. Refunds will be provided where required by law. Compassionate discretion is subject to the approval of Educated by Nature's CEO.

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For clarity, once a term or series program has commenced, section 10.2 applies and compassionate discretion does not include a refund or booking voucher for withdrawal from the remaining series, except where required by law.

13. Age, Inclusion and Participation

Program age ranges and participation requirements are set with regard to the nature of the activities, program duration, supervision arrangements and the needs of the participant group.

Parents and guardians are responsible for providing information that may affect safe and meaningful participation. Educated by Nature will work with families to consider reasonable adjustments and appropriate supports where practicable and encourages families to contact us before booking where significant support may be required.

If a participant has been booked into a program for which they are clearly ineligible a refund will automatically be processed and the booking cancelled.

14. Safety, Behaviour and Early Collection

Educated by Nature supports children to participate in play, challenge and dynamic risk assessment within clear program boundaries. Children in drop-off programs are expected, with appropriate facilitator support, to respond to reasonable safety directions, remain within boundaries and engage in a way that does not create an unacceptable safety risk to themselves or others. The Play Rights and Responsibilities for relevant drop-off programs are set out in Appendix A.

Where a significant or immediate safety concern arises, Educated by Nature may contact a parent or guardian and require early collection. Facilitators will consider the child's needs, relevant support information, reasonable adjustments, and the safety and wellbeing of the whole group.

Early collection does not create an entitlement to a refund or voucher. For a term or series booking, section 10 applies.

15. Cancellation or Significant Change by Educated by Nature

Educated by Nature may occasionally need to cancel or significantly change a program because of participant numbers, facilitator availability, venue availability or another operational reason.

Where Educated by Nature cancels a program before it commences for a reason within our reasonable control, the customer will be offered the refund or other remedy required by law and may choose an available transfer or booking voucher instead. A customer will not be required to accept a booking voucher instead of a refund where a refund is legally required.

Where Educated by Nature makes a significant change to the date, location or essential nature of a program, we will provide the remedy required by applicable law and may also offer practical alternatives such as a transfer or booking voucher.

16. Weather, Relocation and External Events

Educated by Nature programs are designed to operate outdoors in a broad range of weather conditions. Rain, cold, warm weather or a forecast of changing conditions does not, of itself, mean that a program will be cancelled. Participants should follow preparation, clothing, hydration and equipment information provided for the program.

Educated by Nature has substantial experience reading weather forecasts, understanding local conditions and adapting outdoor programs. Decisions will consider the participant group, location, nature and timing of the program, Bureau of Meteorology forecasts and warnings, emergency

information, site conditions and program-specific or dynamic risk assessment. A forecast temperature, chance of rain, predicted rainfall amount or wind forecast will not necessarily determine the outcome in isolation.

16.1 Weather monitoring and advance warning

Where the forecast on the day before a program indicates a reasonable possibility that severe weather or another dangerous condition may prevent the program from proceeding safely, Educated by Nature will aim to send the booking contact an advance message by email and/or text message advising that the program might not go ahead. This is an early warning only and is not a cancellation notice.

Because forecasts and local conditions can change, Educated by Nature may continue to monitor conditions overnight and on the morning of the program before making a final decision.

16.2 Severe weather cancellation before commencement

Severe weather or other dangerous conditions may include, but are not limited to, extreme heat, high winds, lightning or thunderstorms, hail, severe rain or flooding, bushfire or emergency warnings, or another condition that Educated by Nature assesses cannot be safely managed through reasonable program adaptation.

If Educated by Nature determines on the morning of the session that the program cannot safely proceed, participants or the parent/guardian booking contact will be notified of the cancellation by text message as early as reasonably practicable that morning.

Where a cancellation is caused by an External Event outside Educated by Nature's reasonable control, Educated by Nature will provide any remedy required by law. Where a refund is not required by law, the usual remedy will be a transfer to another available program or a booking voucher.

16.3 Program adaptation

Where reasonably practicable, Educated by Nature will consider adaptation before cancellation. This may include modifying activities, changing the use of the site, increasing access to shade, shelter, water or rest, changing the timing or sequence of activities, relocating within the venue, or using an appropriate indoor or sheltered space where available.

16.4 External Event

An External Event is an event outside the reasonable control of Educated by Nature that prevents or materially affects safe delivery, such as severe weather, bushfire or emergency warnings, natural disaster, closure of a venue or public area by an authority, government direction, significant transport disruption or a comparable event.

Where an External Event prevents a program from commencing, Educated by Nature will communicate with affected customers as soon as reasonably practicable. Where a refund or other remedy is required by law, Educated by Nature will provide it. Otherwise, Educated by Nature will ordinarily offer a transfer or booking voucher.

16.5 Program shortened after commencement

Where a program has commenced but must be shortened because of unexpected weather, a safety issue or an External Event, participant safety will take priority. There is no automatic entitlement to a refund or booking voucher once the program has commenced.

For children's programs, parents or guardians will be contacted by text message where early collection is required.

16.6 Relocation

Educated by Nature may relocate a program where reasonably necessary for safety, access, weather or operational reasons and will notify participants as soon as reasonably practicable. Where the change is significant, Educated by Nature will provide any remedy required by law and may offer a transfer or booking voucher where appropriate.

17. Communication During Children's Programs

Emergency or essential communication between a parent or guardian and a child during a program should ordinarily occur through the nominated Educated by Nature program contact. The relevant contact number will be included in program communications.

Children are discouraged from bringing personal mobile phones and smart watches unless required for a medical, disability, safety or other agreed reason. Parents or guardians must notify facilitators where a child will carry or use a phone or communication device during the program. Parents should also notify Educated by Nature if they receive communication from their child during the program.

18. Booking Vouchers and Refunds Required by Law

Booking vouchers are subject to the conditions communicated when issued, including any reasonable expiry date, participant eligibility and program availability. A booking voucher is not exchangeable for cash.

Where a refund is required by Australian Consumer Law or another applicable law, Educated by Nature will provide the refund required by law. Approved refunds will ordinarily be returned to the original payment method wherever reasonably possible. Processing times may depend on Humanitix, Xero, the payment processor and the customer's financial institution.

19. Privacy and Booking Information

Booking, contact, health and support information will be handled in accordance with Educated by Nature's Privacy Policy and applicable privacy obligations. Customers should provide only information reasonably relevant to the booking, safe participation and required consent processes.

20. Australian Consumer Law

These Terms and Conditions operate alongside the Australian Consumer Law. Nothing in this document excludes, restricts or modifies a consumer guarantee, right or remedy that cannot legally be excluded.

21. Questions, Complaints and Review

Questions about bookings, participant substitutions, transfers, cancellations, booking vouchers or legally required refunds should be directed to admin@educatedbynature.com. We encourage customers to raise concerns directly so that we can seek a fair and timely resolution.

Staff applying this policy should use the Guiding Principles in section 5 and record any material exception or discretionary outcome in the relevant booking or administration record so that decisions remain consistent.

22. Related Educated by Nature Documents

- Risk Management Framework and Process
- Weather Procedure

- Inclusion Policy
- Privacy Policy
- relevant program information, booking forms and participation requirements

23. Authority and Resources

- Competition and Consumer Act 2010 (Cth), including the Australian Consumer Law
- Australian Competition and Consumer Commission - Consumer rights and guarantees
- Australian Competition and Consumer Commission - Buying tickets to events
- Consumer Protection Western Australia - Events, tickets and ticket scalping

Document owner: Educated by Nature Pty Ltd

Appendix A - Play Rights and Responsibilities

Educated by Nature believes in the child's right to play and asks children to take responsibility for their play by respecting themselves, each other and the environment.

KIN Homeschool and KIN Village are drop-and-leave programs for 6-12 year olds. KIN Village for Teens is a drop-and-leave program for 12 – 15 year olds. Children and/or young people attending these programs are required to have the capacity to take on the following responsibilities:

- Leave their parent/s or guardian/s at the drop-off point and attend the session on their own. Where a child requires a support worker or other adjustment, families should refer to section 13 and contact Educated by Nature before the program.
- Remain within the physical boundaries set by Educated by Nature facilitators.
- Follow Educated by Nature facilitator calls and directions.
- Respond to instructions to gather as a group to listen to safety briefings, instructions and discussions throughout the day (in English).
- Work alongside other children, sharing resources and ideas.
- Use strategies to deal with frustration or other negative emotions. Examples include speaking about how they feel, seeking help or removing themselves from the group but staying within the boundaries.
- Self-risk assess and participate in activities. Some activities are designed to comfort participants (for example, being in a hammock) and some may provide challenge (for example, using carpentry tools).

It is the responsibility of the parent or guardian to assess whether their child has the capacity to take on the responsibilities at an Educated by Nature program.

Educated by Nature facilitators will work together with the child, as much as practical, to assist with carrying out these Play Rights and Responsibilities.

These Play Rights and Responsibilities form part of the participation expectations for the relevant drop-off programs and should be read together with sections 13 and 14 of these Terms and Conditions.